



# = Terrific Pharmacy Benefit Plans

Walgreens Health Initiatives (WHI) is the administrator of the County's pharmacy plans. All eligible employees and their dependents enrolled in CIGNA medical insurance (except for the CIGNA Choice Fund Health Savings Account plan) or HealthSelect are covered under a WHI pharmacy benefit plan. You have two WHI pharmacy plans from which to choose: One pharmacy plan is a **coinsurance-based plan**. The other pharmacy plan, "**Consumer Choice**," is focused on smart spending on pharmaceuticals, with some funding by Maricopa County, and includes a rollover feature allowing you to create a credit balance for unused money left on account. Both pharmacy plans require maintenance medications to be filled in 90-day quantities after two 30-day fills at a retail pharmacy. 90-day fills are available through either Advantage90™ or Walgreens Mail Service.

## Retail Pharmacy

The retail network of pharmacies is available for prescriptions you need right away or for the first two fills of maintenance medication. You may obtain up to a **30-day supply** of medication. You have more than 50,000 retail pharmacies to choose from nationwide including Walgreens, Osco, Albertson's, Sam's Club, Target, Fry's, Safeway, and Wal-Mart, just to name a few. To locate the nearest retail pharmacy, access the [www.mywhi.com](http://www.mywhi.com) Web site or call WHI's Member Services at 1-800-207-2568.

## Walgreens Mail Service

When you need maintenance medication you may order up to a **90-day supply** of medication through the Walgreens Mail Service mail order facility. Ask your physician for a new prescription that will allow you to obtain up to a 90-day supply of medication at one time. Medication ordered through mail service may be delivered to any address you choose such as home, work or even a local Walgreens store.

## Advantage90™

For your convenience, your pharmacy benefit includes another option to receive a 90-day supply of maintenance medication at several local pharmacies including Walgreens, Osco, CVS, Fry's, Bashas, K-Mart, Target, Wal-Mart and Albertson's. Simply present your ID card with the prescription for a 90-day supply.

## Prescription ID Card

Present your prescription ID card every time you have a prescription filled. Your group number is 2229. Only the employee's name displays on the ID card. Dependents' names are on file in the pharmacy system. If you have not received your ID card or you don't have it with you, the pharmacy can fill your prescription with the information displayed on the ID card sample and the member's name and ID number. Your ID number is your Social Security number, an alternative ID number or your employee ID number. For questions about your prescription drug benefit, call WHI's Member Services at 1-800-207-2568.

<b>WHI</b>		<b>Maricopa County</b>
PRESCRIPTION DRUG PLAN (sample card)		
RxBIN	603286	
RxPCN	01410000	
RxGRP	512229	
Issuer		
Name	John Q. Public	
ID	12345678901	



# Walgreens Healthcare Plus Mail Order Pharmacy

## QUESTIONS & ANSWERS

**Q. What should I do if I want to begin using the Walgreens Healthcare Plus Mail Order Pharmacy?**

**A.** New members should receive a packet containing their new WHI prescription ID cards. The packet also contains a mail order registration form. Complete the form and send it to Walgreens Healthcare Plus along with a prescription written for at least a 90-day supply of medication. You can find a Walgreens Healthcare Plus Frequently Asked Questions (FAQ) flier and other related information online at <http://ebc.maricopa.gov/hr/benefits> or <http://www.maricopa.gov/benefits>. Select the Walgreens Health Initiatives link, click on your medical plan, and then click on the "Mail Service FAQs" link located at the bottom of the page.

**Q. What do I do if it is on or after January 1, 2006, and the pharmacy says I'm not eligible when I request my prescription be filled?**

**A.** If the prescription doesn't process for any reason, you should call WHI's Member Services at 1-800-207-2568. If there is an eligibility issue, you will be referred to the Maricopa County Employee Health Initiatives Benefits Office at 602-506-1010. Benefit coordinators are available 8 a.m.-5 p.m. Monday-Friday. If your eligibility issue cannot be resolved immediately and you need the medication right away, you should pay for it and then request a Direct Member Reimbursement form from the Maricopa County Employee Health Initiatives Benefits Office.

**Q. How do I request additional ID cards?**

**A.** Call WHI's Member Services at 1-800-207-2568 to request additional ID Cards. If you need more than two additional ID cards, please advise the member services representative at the time of your request.

*(Please see other side for additional WHI information. →)*